

*Join the Public Safety Team!*  
**Lewiston/Auburn Emergency Communications Services 9-1-1 Telecommunicator vacancy**

The Lewiston-Auburn Emergency Communication Center, one of the busiest 9-1-1 call taking and dispatching centers in Maine, is accepting applications for the position of Public Safety Telecommunicator. Public Safety Telecommunicators (or dispatchers) provide emergency and non-emergency communications services for law enforcement, fire and emergency medical services to the cities of Lewiston and Auburn and the town of Poland.

This position requires significant written and oral communications skills and use of radio, teletype, computers and the enhanced 9-1-1 telephone system. Applicants must be able to perform as an integral part of a team and work effectively under stress in a fast-paced, multi-disciplined environment that routinely handles life and death situations. A strict attention to detail is essential for direct entry of information into computers as received. In addition, the ability to monitor radio communications and filter the information while multi-tasking is a must. Candidate must also be willing to work a variable, flexible schedule as this is a 24/7 facility.

Good health, high school diploma (or GED) and exemplary background are required. Candidates must work well with the public and with public safety officials and organizations. Applicants must be willing to submit to a written and physical examination, as well as a background check. Candidates will be tested for a keyboard skill requirement of 30 WPM. Prior dispatch and/or communications skills are helpful, but not required.

These union positions are shift positions, and require night, weekend and holiday shifts, as well as periodic forced overtime. Salary starts at \$15 per hour with step increases, plus excellent benefits.

**Interested candidates may email their application along with their cover letter and resume to [911Admin@auburnmaine.gov](mailto:911Admin@auburnmaine.gov). Please visit our website at [Lewiston/Auburn 9-1-1](#) to view the selection process, job description, a self-questionnaire and employment application.**

Equal Opportunity Employer

# LEWISTON – AUBURN 9-1-1 EMERGENCY COMMUNICATIONS CENTER

552 MINOT AVENUE, AUBURN ME 04210

## APPLICANT SELECTION STANDARD OPERATING PROCEDURE

	Effective Date: 7/24/08	Number:
Cross Reference:		Revised: 4/5/2012
Distribution:		Rescinds:
Review Date:	Associated with CALEA:	

### I. Purpose

- 4.2.3 The goal of the Lewiston/Auburn 911 Communications Center is to hire the most qualified and dedicated people to become telecommunicators. The selection process is administered by the Lewiston/Auburn Communications Center Administration. All elements of the selection process will be administered, scored and interpreted in a uniform manner.

### II. Process

- 4.2.1 All interested applicants are reviewed to be scheduled for testing. Preference is given to applicants with related experience and education.
- 4.2.4 The testing process for interested applicants begins with an orientation to the position, which includes an overview of expectations, benefits, pay, qualifications and all elements of the selection process.
- 4.3.10
- 4.2.2 The entry-level tests consists of the Crite-Call Dispatcher and Caller Taker Pre-Employment Testing Software.
- A minimum cumulative score of 70% on the test in conjunction a minimum score of 2,000 keystrokes per hour with a score of 75% or better for spelling is required to continue in the process.
- Applicants who do not achieve the minimum passing score can reapply in six (6) months from the date of the test.
- 4.2.2 All applicants continuing in the selection process will be scheduled to take the Hogan Personality Inventory test for Public Safety Dispatcher/Call takers.

The assessment test lists selection recommendations of; No Fit, Moderate Fit and High Fit. Applicants must achieve a selection of Moderate Fit and High Fit to continue in the selection process.

### **III. Interview Board**

Applicants who are not eliminated during the testing process will be scheduled to appear before the Interview Board. The Board will be facilitated by the Director and may consist of the following; Systems Manager, Shift Supervisor, Supervisor Level 1, Communications Training Officer, or Telecommunicator

The Interview Board will present questions, which are given in a standard sequence and format. The board members will annotate their scores on the standard scoring sheet. The standard scoring sheets will be used for all applicants in a uniform manner.

### **IV. Polygraphs**

4.3.4 The Lewiston-Auburn 911 Communications Center does not utilize polygraph examinations in the selection process

### **V. Background Investigation**

All applicants continuing in the selection process will be required to complete a background investigation. The background investigation will involve;

- a. verification of qualifying credentials
- b. review of any criminal record; and
- c. verification of at least three (3) references.

No applicant will be considered for appointment without meeting the minimum standards set by the Criminal Justice Information System (CJIS).

### **VI. Medical Examinations**

3.2.5 All applicants continuing in the selection process will complete a medical  
4.3.7 examination and the medical examination will include a vision and hearing examination.

### **VII. Psychological Exams**

4.3.8 All applicants continuing in the selection process will complete an emotional stability and psychological fitness examination.

### **VIII. Hiring Authority**

The final decision to hire an applicant shall be that of the Director.

4.2.5 All applicants will be informed of their status in the hiring process. An applicant who is considered unsuitable will be notified in writing within thirty days.

4.2.7 Applicants who are accepted for employment and hired as a twelve month  
4.3.3 probationary employee will have all documents generated during the selection  
4.3.11 process maintained in their personnel file.

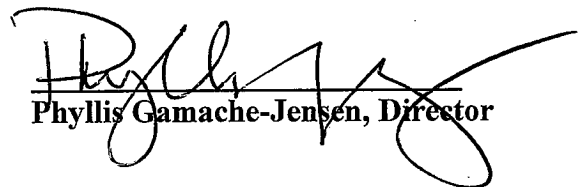
4.2.6 Applicants who are not accepted for employment will have all documents generated during the selection process maintained in the Director's office for a minimum of six years at which time they will be purged through shredding.

4.2.7 All selection materials be they written or computerized are stored in a secure area or are password protected.

Newly appointed employees will receive information regarding the agency's role, purpose, goals, policies and procedures, as well as working conditions and regulations. New employees will also be informed of their responsibilities and rights as employees.

4-5-12  
Date

(signed 04-05-2012 by Director Gamache-Jensen)

  
Phyllis Gamache-Jensen, Director



## LEWISTON-AUBURN 911 COMMUNICATIONS CENTER

### JOB DESCRIPTION TELECOMMUNICATOR

#### I. SUMMARY

Under the general direction and supervision of the Communications Shift Supervisor, the Telecommunicator receives all oral and/or teletype communications coming into the 911 Center from the public and from public safety personnel.

Through the application of *common sense* and by following established procedures, Telecommunicators transmit requests for service to the appropriate location/agency. Subject to Standard Operating Procedure, the Telecommunicator has the primary responsibility for the initial deployment of law enforcement/fire personnel and equipment.

The Telecommunicator is also responsible for the constant monitoring of public safety personnel and their activities thereby ensuring their safety.

#### II. GENERAL DUTIES AND RESPONSIBILITIES

1. Receives requests for services from the general public and assigns adequate personnel for the efficient completions of those requests.
2. Receives requests for information from the general public and provides said information, if available and applicable, or refers caller to appropriate agency.
3. Enters dispatch information into *CAD* system and updates information on unit(s) arrival, clearance and call status as needed.
4. Records all significant communications as required by agency procedure.
5. Disseminates police information regarding wanted persons, stolen vehicles, missing persons, etc., that may be received via telephone, teletype or other means.
6. Acquires and maintains a thorough knowledge of the location and characteristics of the streets, parks, buildings, housing projects and other significant areas of the municipalities of Lewiston-Auburn so as to maximize the accuracy and speed of dispatch.
7. Be thoroughly familiar with agency procedures for the use of the radio and other communications equipment.
8. Be familiar with emergency procedures that relate to matters requiring urgent police/fire/EMS attention so as to be capable of activating them immediately.
9. Keeps personnel who have been dispatched to calls fully informed of all facts affecting the safety and efficiency of their response to the call.

10. Keeps track of all officers on a given watch and immediately informs the applicable. Watch Commander when contact with an officer cannot be made as per established procedure.
11. Maintains the Communications Center and equipment in order and informs the Communications Supervisor of any defects or malfunctions so that repairs or corrections can be made.
12. Monitors the closed circuit television system in order to ensure Center security.
13. Monitors alarm systems and dispatches appropriate response units in the event of alarm activation.
14. Enters into and/or retrieves information from the Maine METRO, NLETS, and NCIC teletype systems.
15. Answers all telephone calls promptly and efficiently, and assists all callers in a calm, professional manner.
16. Maintains the agency daily log, ensuring an accurate recording of calls received and other significant events.
17. Maintains such records as may be required by Maine METRO, NCIC, etc..
18. Receives information on past and current complaints and enters such information into the computer system, informing the applicable Watch Commander of such.
19. Prepares incident complaint forms as they are received and makes same available to officers assigned.
20. Transfers calls to other departments/divisions as appropriate.
21. Responds to officers' requests for information as appropriate.
22. Keeps the applicable Watch Commander fully informed of any significant events.
23. May change tapes in the recording system in the absence of the Communications Supervisor.
24. Performs other duties and tasks as may be assigned by proper higher authority.

### **III. SKILLS KNOWLEDGE AND ABILITIES (SKA's)**

1. Ability to think and act quickly and effectively under conditions of high stress.
2. Ability to speak clearly and concisely.
3. Knowledge of the principles involved in the operation of a radio, telephone and other related communications equipment.
4. Ability to type accurately and with reasonable speed.
5. Knowledge of the geography and street systems of the municipalities of Lewiston—Auburn.
6. Ability to comprehend and effectively operate the Computer Aided Dispatch (CAD) system.
7. Possess skill and speed in the operation of the teletype and other communication equipment.

8. Knowledge of police/fire procedures.
9. Ability to comprehend and follow complex oral and written instructions.
10. Ability to develop and maintain good working relationships with fellow workers and other personnel.
11. Ability to deal courteously and effectively with members of the public.
12. Ability to type and maintain accurate records.
13. Ability to perform multiple tasks simultaneously.
14. Possess better than average organizational skills.
15. Ability to sit at a workstation, operate a computer terminal and remain task focused for extended periods of time.
16. Ability to hear concise verbal communications that is not compromised by back-ground noise
17. Ability to differentiate between primary colors red, green and yellow.
18. Ability to work varying hours, shift work, and overtime on a regular basis.

#### **IV. EMPLOYMENT STANDARDS**

1. High school diploma or equivalent.
2. Experience in the operation of modern communications hardware desirable but not mandatory.
3. Ability to successfully pass security clearance, to include a thorough background investigation, polygraph and submission of a completed applicant fingerprint card to the F.B.I. Identification Division.
4. Ability to successfully complete the Certified Terminal Operator (CTO) course offered by the Maine Criminal Justice Academy within a reasonable time after employment.

## TELECOMMUNICATOR SELF-SCREENING QUESTIONNAIRE

A professional public safety telecommunicator is a highly responsible, multi-functional public servant who must handle many tough demands, often in crisis situations. A telecommunicator's job can commonly be described as:

- Answering 9-1-1 emergency calls and public inquiries, and dispatching the appropriate police, fire and EMS assistance.
- Providing potentially life-saving first aid advice to callers through the Emergency Medical Dispatch program.
- Operating in a heavily IT-based environment that includes a wide variety of computer equipment, multiple software programs, the E9-1-1 telephone system and two-way radios, sometimes simultaneously.
- Working 8-hour shifts, most commonly 0630 to 1430, 1430 to 2230 and 2230 to 0630, though other time slots are occasionally available.
- Working on a team of four to six other telecommunicators.
- Occasionally being forced to work mandatory overtime.
- Mostly sedentary.

Being a public safety telecommunicator means you become part of the community of first responders. In many ways, telecommunicators are the *first* first responder: the first person to know someone needs help, first person to identify the caller's needs and location, the first person to provide assistance that could save a person's life. Public safety dispatching means you not only provide assistance to civilian callers, you are also the lifeline for police officers, firefighters and EMS responders who are working in often chaotic scenes with uncontrollable factors. When the police need help, they call dispatch.

This self-screening questionnaire provides a sense of what it's like to serve the public as a telecommunicator at the Lewiston-Auburn 911 Emergency Communications Center. It is intended to help you determine whether you are making a sound decision in applying for the position. Answer the questions honestly, but only to yourself. You are not required to divulge your answers; however, we will be happy to discuss any aspect of the position's requirements. You are not asked or expected to complete the survey as part of the hiring process; it is for your informational purposes only.

### Work Environment

Are you willing to sit at a telecommunications console that limits your movements to a 6-foot radius, except during an occasional break?

Yes\_\_\_ No\_\_\_

Are you willing to work an 8-hour shift without regular breaks?

Yes\_\_\_ No\_\_\_



Are you willing to serve on any of three shifts (days, evenings or overnights) and remain on that shift for up to a year at a time? Yes\_\_\_ No\_\_\_

Are you willing to accept periodic last minute changes to your work schedule (such as mandatory overtime) that might require you to cancel personal plans or make alternate arrangements for family members who depend on you? Yes\_\_\_ No\_\_\_

Are you willing to work weekends and holidays? Are you able to come to work during heavy winter storms? Yes\_\_\_ No\_\_\_

## Occupational Competency

Are you willing to spend the first six months of your employment in a probationary status during which you'll spend most of your time undergoing on-the-job training, receiving daily mentoring, critiques and evaluations? Yes\_\_\_ No\_\_\_

Are you willing to learn all facets of a multi-tasking job: call/complaint taking; automated data entry and transfer; DMV and criminal record inquiries; radio communications / dispatching; equipment troubleshooting? Yes\_\_\_ No\_\_\_

Are you willing to read and study numerous procedural manuals and regularly learn new skills and tasks? Yes\_\_\_ No\_\_\_

This profession requires you to copy information as it is being received over the telephone or radio, simultaneously digest what you hear and respond immediately. Is this something you can do? Yes\_\_\_ No\_\_\_

Are you willing to periodically travel outside of the local area to attend professional training courses and seminars? Yes\_\_\_ No\_\_\_

Can you be trusted with critical or sensitive information that may be about someone you know or are related to? Yes\_\_\_ No\_\_\_

## Supervision and Evaluation

Are you willing to take direction from your supervisor and other seniors in front of your co-workers? Yes\_\_\_ No\_\_\_

Are you willing to be closely supervised and questioned routinely about why you followed a certain course of action without taking it personally? Yes\_\_\_ No\_\_\_

Are you willing to work under constant electronic monitoring that records all telephone and radio transmissions, or logs data entries? Yes\_\_\_ No\_\_\_

Are you willing to defend your decision making processes in a court of law? Yes\_\_\_ No\_\_\_

## Job Stressors

Are you able to deal calmly with angry people when their problems are not your fault?

Yes\_\_\_ No\_\_\_

Can you listen to abusive and often profane language over the phone and still provide help to the caller impersonally and unemotionally?

Yes\_\_\_ No\_\_\_

Are you able to work closely with people you may have social, political or moral differences with, yet be able to set aside those differences in the name of teamwork and public safety

Yes\_\_\_ No\_\_\_

Are you able to deal with a crisis call—where a child has died, an officer is injured, a woman has been assaulted—then set it aside and calmly deal with another caller who is irate over a comparatively minor issue?

Yes\_\_\_ No\_\_\_

Do you understand that if you process a call incorrectly, it could contribute to someone's injury or loss of property, and it might incur liability for the cities?

Yes\_\_\_ No\_\_\_

If you smoke, can you go for an extended period without a smoking break?

Yes\_\_\_ No\_\_\_

If you answered "No" to too many of these questions, a career as a public safety telecommunicator may not be the right fit for you.

But if you thrive in an environment that is ever-changing, that is the source of tomorrow's headlines and puts you in the middle of law enforcement, fire fighting and EMS action, a career as a public safety telecommunicator might be right for you. You'll have the satisfaction of knowing you provide a vital service to the public, and you'll take pride in knowing that every day you help promote the protection and preservation of life, property, and community security.

You'll be the *FIRST* first responder.